



## FAQs: PROVIDER Roadmaps to DHHS regarding Electronic Visit Verification

**Changing your address, phone number, email address, payment method, or direct deposit accounts-**

**Providers make changes in Maximus account:** [www.nebraskamedicaidproviderenrollment.com](http://www.nebraskamedicaidproviderenrollment.com)

**Or call Maximus:** 1-844-374-5022

### Medicaid Programs and Operational questions:

**Share of Cost/ Parental Portion:** Direct questions to  
[DHHS.NFOCUSLincolnClaimReturns@Nebraska.gov](mailto:DHHS.NFOCUSLincolnClaimReturns@Nebraska.gov)

**IVR questions:** Please request NE Providers to contact their Resource Development (RD) worker

### Service Authorization (SA):

- NE requires the service authorization to be in place before visits can be scheduled. It is an overnight process for Tellus to receive the SA. The provider will not be able to link to member data if a SA is not in place.

For **PAS (Personal Assistance Services) providers** with service authorization issues (such as missing SA) please inform EVV Providers to have their Medicaid participants reach out to their Social Service Worker (SSW). Medicaid participants can call their SSW at:

- Toll Free: (800) 383-4278, Lincoln: (402) 323-3900, Omaha: (402) 595-1258.

For **AD (Aged and Disabled) waiver providers** with service authorization issues and question, please refer them to their Resource Development (RD) Worker or have their client contact their Services Coordinators (SC).

For **DD (Developmental Disabilities) waiver providers** with service authorization issue (such as missing SA) and question, please refer them to their Services Coordinators.

**Service Provider Agreement:** Questions about your service provider agreement or the services you provide, call your Resource Development Worker or Services Coordination Agency.

**Reliacard:**

NE providers inquiring about their Reliacard (this is similar to an ATM card):

- **Relicard problems**- call 1-855-233-8382
- **Relicard problems** following contact with the Bank, 1-800-359-6445 or email [dhhs.ICCIssuance@nebraska.gov](mailto:dhhs.ICCIssuance@nebraska.gov)
- Reliacards are not issued until the first payment has processed through NFOCUS

**Claims and other payment questions:**

**Suspended Claims or claims with liens** 402-471-9604 or email [dhhs.nfocusclaimsprocessing@nebraska.gov](mailto:dhhs.nfocusclaimsprocessing@nebraska.gov).

**Tax Documents** : email [DDHS.TaxData@nebraska.gov](mailto:DDHS.TaxData@nebraska.gov)

**Overtime and Travel Time** questions 1-844-331-3681 or email [DHHS.MedicaidOTTravel@nebraska.gov](mailto:DHHS.MedicaidOTTravel@nebraska.gov)

**Overpayments:** contact 1-877-232-0242

**Billing questions-**

- Payment amount in Tellus not matching Explanation of Payment or amount deposited in account: Amount in Tellus does not include any required deductions (FICA, overpayments, recoupments, customer obligations, etc.)
- DHHS Providers: **402-471-0667** or email: [DHHS.ACCESSneSESArd@nebraska.gov](mailto:DHHS.ACCESSneSESArd@nebraska.gov)
- AAA or LHD Providers: Contact the office you work for.

**Nebraska Abuse and Neglect Hotline:** To report suspected Abuse or Neglect call 1-800-652-1999